



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



June 26, 2025

[REDACTED]
[REDACTED]
Las Vegas, NV [REDACTED]

NEF-109 rrr
Ref. No. 11650997

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2019 Ford Flex vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. You indicate that your MY 2019 Ford Flex vehicle experienced the safety defect identified in NHTSA Safety Recall Campaign No. 24V951 prior to receiving the recall notification. Your dealer repaired the rear-view camera through your extended warranty and Ford advised that they will reimburse the deductible you paid.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim.

Please note that Ford is still working on the repair procedure for Recall 24V951. Therefore, Ford may not reimburse you until they send you the final recall notice indicating that the remedy is now available. In addition, Recall 24V951 is still incomplete on your vehicle (report enclosed). As such, Ford's final remedy may have updated parts and software, which may be different from what the dealer used to repair your vehicle. When you receive the final notice indicating the remedy is now available, we encourage you to contact Ford and your dealer to close out the recall or make any necessary repairs.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement

Enclosure

2019

FORD Flex**VIN:** [REDACTED]

Recall data refreshed on Jun 17, 2025

1 Unrepaired Recalls

associated with this VIN

Dec 20, 2024**Manufacturer Recall Number** 24S75**NHTSA Recall Number** 24V951**Recall Status** Recall Incomplete, remedy not yet available**Summary**

YOUR VEHICLES REAR-VIEW CAMERA MAY DISPLAY AN INVERTED VIDEO IMAGE, INTERMITTENT OR PERSISTENT LOSS OF IMAGE, AND/OR DISTORTED IMAGE.

Safety Risk

A REAR-VIEW CAMERA THAT INTERMITTENTLY DISPLAYS AN INVERTED, BLANK, OR DISTORTED IMAGE WHILE IN REVERSE CAN REDUCE OR DISTORT THE DRIVERS VIEW OF WHAT IS BEHIND THE VEHICLE, INCREASING THE RISK OF A CRASH.

Remedy

DEALERS WILL REPLACE THE REARVIEW CAMERA AS NECESSARY, FREE OF CHARGE. PARTS ARE NOT AVAILABLE. FORD MOTOR COMPANY IS WORKING TO PROVIDE PARTS FOR THIS REPAIR. WHEN THE REMEDY BECOMES AVAILABLE, FORD MOTOR COMPANY WILL NOTIFY YOU VIA MAIL TO SCHEDULE A SERVICE APPOINTMENT WITH YOUR DEALER FOR REPAIRS TO BE COMPLETED FREE OF CHARGE.

Manufacturer's Notes

IF YOU HAVE ANY QUESTIONS REGARDING THIS RECALL, OR BELIEVE ANY OF THIS INFORMATION IS INACCURATE, PLEASE CONTACT FORD DIRECTLY AT 800-392-3673 OR LINCOLN AT 800-521-4140.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,please contact the NHTSA Vehicle Safety Hotline at: [1-888-327-4236](tel:1-888-327-4236) or TTY: [1-888-275-9171](tel:1-888-275-9171) or file an online complaint with NHTSA.**Where's my VIN?**Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also on your car's registration card, and it may be shown on your insurance card.**What information will display in the search results?**

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#).